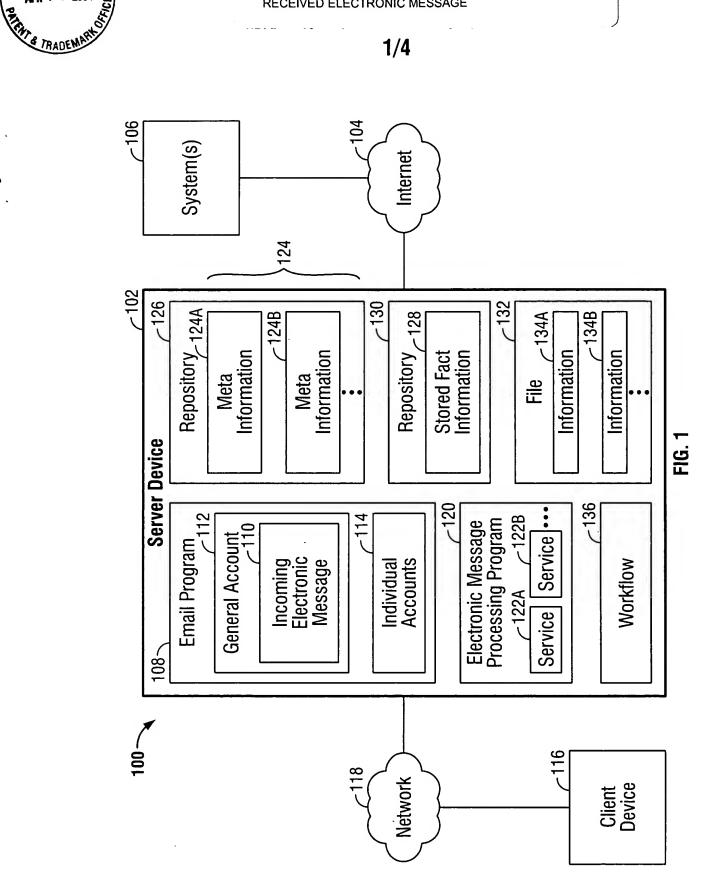
APR 1 9 2004

RECEIVED ELECTRONIC MESSAGE



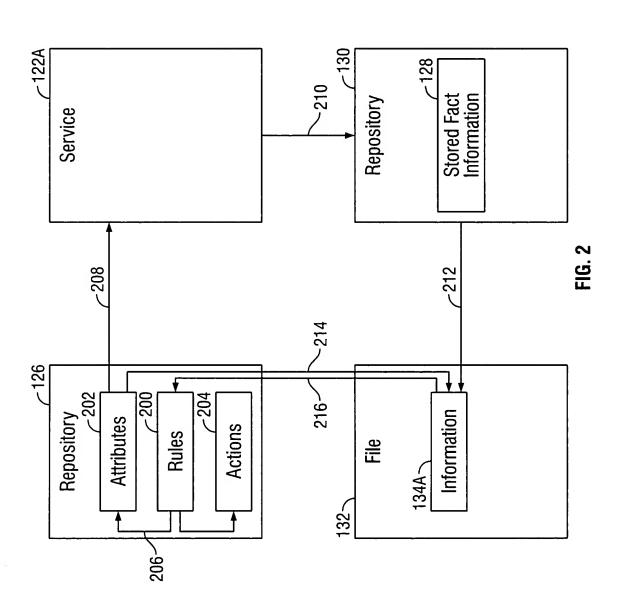


1/4

Appln No.: 10/814,832 Pa Applicant(s): Hermann Lueckhoff RETRIEVING INFORMATION FOR PROCESSING A RECEIVED ELECTRONIC MESSAGE

Page 2 of 4

2/4



Appln No.: 10/814,832 Applicant(s): Hermann Lueckhoff

Page 3 of 4

RETRIEVING INFORMATION FOR PROCESSING A

RECEIVED ELECTRONIC MESSAGE

3/4

300-310--Perform Initial Screening 320~ **Access Meta Information** 330~ **Retrieve Portion of Stored Fact Information** 340~ Store Portion in File Associated with Incoming Electronic Message 350-\ Apply Rule to Portion 360-Initiate Action Based on Result

FIG. 3

Appln No.: 10/814,832 Applicant(s): Hermann Lueckhoff

Page 4 of 4

RETRIEVING INFORMATION FOR PROCESSING A RECEIVED ELECTRONIC MESSAGE

4/4

400-

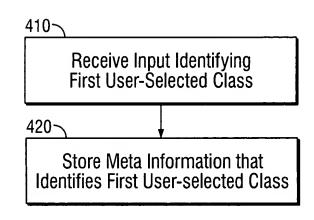


FIG. 4

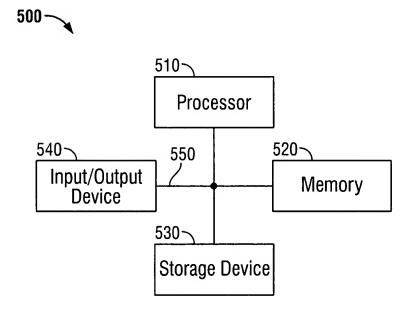


FIG. 5